



COUNTY OF LOS ANGELES
invites applications for the position of:

INFORMATION TECHNOLOGY TECHNICAL SUPPORT ANALYST II

SALARY: \$4,761.10 - \$6,244.56 Monthly
\$57,133.20 - \$74,934.72 Annually

OPENING DATE: 05/27/15

CLOSING DATE: Continuous

POSITION/PROGRAM INFORMATION:

DEPARTMENT OF HUMAN RESOURCES

FIRST DAY OF FILING:
05/29/15

This examination will remain open until the needs of the service are met and is subject to closure without prior notice.

EXAM NUMBER:
R2546D

TYPE OF RECRUITMENT:
Open Competitive Job Opportunity

DEFINITION:
Under general supervision, provides a full range of technical information technology support services, including installation, configuration, testing, troubleshooting and repair of hardware, software, networks and applications in a centralized IT organization.

CLASSIFICATION STANDARDS:
Incumbents in this journey level class perform a wide variety of information technology support duties, following established procedures, including hardware and software installation and repair. Incumbents possess the ability to analyze user problems related to desktop, network and applications and apply a full range of corrective actions. Incumbents are generally based in a centralized location or may be required to assist end users at field sites. Incumbents possess a thorough knowledge of desktop computers and related equipment, basic knowledge of network technologies and multiple client platforms, and strong interpersonal skills to communicate effectively with customers/users.

Incumbents typically are responsible for installing, servicing and moving computers, printers, servers, networking devices, storage devices and related equipment.

ESSENTIAL JOB FUNCTIONS:

- Installs, configures, maintains and tests computer hardware, software and peripheral equipment.
- Acts as a technical resource to end users and other information technology staff and troubleshoots, diagnoses and resolves moderately complex hardware, software and network connectivity problems, including problems not covered by established procedures.
- Identifies trends in the reported problem calls and implements improvements.
- Analyzes and makes recommendations regarding user support needs or improving customer satisfaction.
- Reviews, tests and finalizes user instructions and procedures; conducts formal and informal end user training and may develop technical orientation and training materials as necessary.

- Leads small hardware and software installation and upgrade projects and participates in large and/or complex projects with general direction.
- Assists in defining and recommending appropriate hardware and software configurations and standards to meet customer needs, and develops specifications to purchase new hardware, software and other peripheral devices based upon established departmental standards.
- Configures software distribution tools.
- Assists in the ordering of licenses for software packages, in consultation with appropriate management or other information technology staff as needed.
- Coordinates equipment delivery, software licensing compliance and inventory/asset control as needed.
- Acts in a lead capacity to other technical staff as needed.

REQUIREMENTS:

MINIMUM REQUIREMENTS:

- **OPTION I** - One (1) year of experience at the level of an *IT Technical Support Analyst I**.
- **OPTION II** - Two (2) years of experience installing, configuring, testing, troubleshooting and repairing client computing devices or software, in a *Centralized Information Technology organization***.

LICENSE:

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

PHYSICAL CLASS:

3 - Moderate: Includes standing or walking most of the time, with bending, stooping, squatting, twisting, and reaching; includes working on irregular surfaces, occasionally lifting objects weighting over 25 pounds, and frequent lifting of 10-25 pounds.

SPECIAL REQUIREMENT INFORMATION:

***Information Technology Technical Support Analyst I** in the Los Angeles County is defined as: Under close supervision, using established procedures, provides a full range of technical support services in information technology including installation, configuration, testing, troubleshooting and repair of hardware, software, networking and applications in a centralized IT organization ** .

****Centralized IT organization** is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the Chief Information Technology official (or, at Sheriff Department, the coordinated executive command structure) for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.

ADDITIONAL INFORMATION:

EXAMINATION CONTENT:

This examination will consist of TWO (2) parts:

PART I - A written test that contains both computerized and paper-and-pencil components covering reading comprehension, analytical and decision-making ability, written expression, deductive reasoning, professional potential, achievement, independence, influence, confidence and optimism, and reliability **weighted 45%**.

- Applicants that have taken identical written tests for other exams within the last twelve (12) months, will have their scores for the identical test part(s) automatically transferred to this examination.
- This examination contains test parts that can be used in the future for new examinations. Upon acceptance of application, your scores will be transferred to the new examination and you may not be allowed to re-take any identical test parts for at least a year.

- **Only those candidates who pass the written test will be eligible to proceed to the Structured Interview (Part II).** Candidates who are unsuccessful on the written test will be notified by U.S. mail. Written scores cannot be given over the phone.
- **WRITTEN TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.**

PART II - A Structured Interview (SI) to evaluate technical knowledge and ability, job preparation, interpersonal and oral communication skills, analytical and decision-making ability, and work skills to perform the duties of this position weighted **55%**.

Invitation letters may be sent electronically to the email address provided on the application. It is important that candidates provide a valid email address.

APPLICANTS MUST MEET THE SELECTION REQUIREMENTS AND MUST ACHIEVE A PASSING SCORE OF 70% OR HIGHER ON EACH WEIGHTED PART OF THE EXAMINATION IN ORDER TO BE PLACED ON THE ELIGIBLE REGISTER.

ELIGIBILITY INFORMATION:

The names of candidates receiving a passing score in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

- **No person may compete in this examination more than once every twelve (12) months.**
- Applications will be processed on an as-received basis and promulgate to the eligible register accordingly.

VACANCY INFORMATION:

The eligible register resulting from this examination will be used to fill vacancies in various County departments.

- **Region:**
 - Antelope Valley (Palmdale/Lancaster)
 - East (Montebello/Downey/South Gate/Whittier)
 - Metro (Los Angeles/West Hollywood/Eagle Rock)
 - San Fernando Valley (Burbank/Glendale/Northridge/Santa Clarita)
 - San Gabriel Valley (Pasadena/Monterey Park/El Monte/Pomona)
 - South (Inglewood/Compton/Willowbrook/Watts)
 - South Bay/Harbor (Carson/Torrance/Long Beach/Hermosa Beach)
 - West (Malibu/Santa Monica/Beverly Hills)

AVAILABLE SHIFT:

Any

APPLICATION AND FILING INFORMATION:

Applications must be filed online only. We must receive your application and additional documents, if any, by 5:00 pm, PST, on or before the last day of filing. Applications submitted by U.S. Mail, Fax, or in person will not be accepted.

Apply online by clicking on the "Apply" tab for this posting. You can also track the status of your application using this web site.

Provide any relevant job experience in the spaces provided so we can evaluate your qualifications for the job. For each job held, give the name and address of your employer, your job title, beginning and ending dates, number of hours worked per week, description of work performed, and salary earned.

IMPORTANT NOTES:

- Please note that **ALL** information included in the application materials is subject to **VERIFICATION** at any point during the examination and hiring process, including after an appointment has been made.
- **FALSIFICATION** of any information may result in **DISQUALIFICATION** or **RESCISSION OF APPOINTMENT**.
- Utilizing **VERBIAGE** from Class Specification and Minimum Requirements serving as your description of duties **WILL NOT** be sufficient to meet the requirements. Doing so may result in an **INCOMPLETE APPLICATION** and you may be **DISQUALIFIED**.

SOCIAL SECURITY NUMBER:

All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:

For candidates who may not have regular access to a computer or the internet, applications can be completed on computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD:

All applicants must file their application online using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

ADA Coordinator Email: adarequests@hr.lacounty.gov

Teletype Phone: (800) 899-4099

Alternate Teletype Phone: (800) 897-0077

California Relay Services Phone: (800) 735-2922

Department Contact Name: Dolly Batungbacal

Department Contact Phone: (213) 351-6471

Department Contact Email: dbatungbacal@hr.lacounty.gov

Your Responsibilities:

1. Before submission of the application, it is your responsibility to ensure that all information provided is correct and complete on the application.

2. Completing Your Application:

a. The application should be complete and accurate before submitting. Incomplete applications cannot be accepted.

b. Your Social Security Number must be included for record control purposes. Federal law requires that all employed persons have a Social Security Number.

c. To receive APPROPRIATE CREDIT, include a copy of your diploma, transcript, certificate, or license as directed on the job posting.

3. Minimum or Selection Requirements are listed in the job posting.

a. YOUR APPLICATION WILL BE ACCEPTED ONLY IF IT CLEARLY SHOWS YOU MEET THESE REQUIREMENTS. The information you give will determine your eligibility and is subject to verification at any time.

b. You must be at least 16 years of age at the time of appointment unless other age limits are stated on the bulletin. The Federal Age Discrimination in Employment Act (ADEA) of 1967, as amended, prohibits discrimination on the basis of age for any individual over age 40.

c. Your experience may be paid or unpaid unless the job posting states otherwise. Experience is evaluated on the basis of a verifiable 40-hour week.

4. Application Deadline:

a. If the job posting has a closing date, submit the application and all required information as listed on the job posting by the specified deadline.

b. Applications for positions designated "Apply In Person" must be filed in person at the address given. Filing may be closed without notice.

c. Online job applications must be completed and submitted by the last day of filing period and closing time indicated on the job bulletin. You will not be able to choose an exam to apply for once the filing period has closed. It is to your advantage to file your application early and not wait until the last allowable date and time.

5. Change of Name or Address:

To change personal information such as your name or address, log into your profile and make the necessary change. This can be done at any time.

6. Promotional Examinations:

a. Please list separately the PAYROLL TITLE for each job. Do not group your experience. Specify the beginning and ending dates for each job. If you have been promoted, do NOT list all of your time with the County under your present payroll title.

b. Some of your experience may have been in a position in which such work is not typically performed. If such experience is permitted as indicated in the job posting, it will not be considered unless it is verified in writing by your department's Human Resources Office. A signed Verification of Experience letter must be attached to your application to be accepted.

c. Permanent employees who have COMPLETED THEIR INITIAL PROBATIONARY PERIOD AND HOLD A QUALIFYING PAYROLL TITLE may file for promotional examinations if they are within six months of meeting the experience requirements by the last day of filing or as otherwise indicated on the bulletin.

7. Equal Employment Opportunity/Non-Discrimination Policy:

a. It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, color, religion, sex, national origin, age, sexual orientation or disability.

b. If you require material in an ALTERNATE FORMAT or are an individual requesting REASONABLE ACCOMMODATION(S) in the examination process for a physical or mental disability, please CONTACT THE AMERICANS WITH DISABILITIES ACT (ADA) COORDINATOR LISTED ON THE JOB POSTING. The provision of reasonable accommodation may be subject to verification of disability as allowable with State and Federal law. All disability-related information will remain confidential.

Social Security Act of 2004: Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.

Record of Convictions: As part of the selection process you may be required to complete and submit a *Candidate Conviction History Questionnaire (CCHQ)*. PLEASE DO NOT SUBMIT THE CCHQ WITH YOUR APPLICATION, unless instructed to do so. A full disclosure of all convictions is required, when requested. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense (s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.

For more information regarding convictions that are not subject to disclosure, please refer to the CCHQ from the link below:

http://file.lacounty.gov/dhr/CCHQ_2014.pdf

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA/Personnel Services for Disabled Persons Coordinator. Hearing impaired applicants with telephone teletype equipment may leave messages by calling the teletype phone number on the bulletin. The County will attempt to meet reasonable accommodation requests whenever possible.

Veteran's Credit: In all open competitive examinations, a veteran's credit of 10 percent of the total credits specified for such examinations will be added to the final passing grade of an honorably discharged veteran who served in the Armed Forces of the United States under any of the following conditions: During a declared war; -or- During the period April 28, 1952 through July 1, 1955; -or- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; -or- During the Gulf War from August 2, 1990 through January 2, 1992; -or- For more than 180 consecutive days, other than for training, any part of which occurred during the period beginning September 11, 2001, and ending on the date prescribed by Presidential proclamation or by law as the last day of Operation Iraqi Freedom; -or- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded. Any Armed Forces Expeditionary medal or campaign badge, including El Salvador, Lebanon, Grenada, Panama, Southwest Asia, Somalia, and Haiti qualifies for credit.

A campaign medal holder or Gulf War veteran who originally enlisted after September 7, 1980 (or began active duty on or after October 14, 1982, and has not previously completed 24 months of continuous active duty) must have served continuously for 24 months or the full period called or ordered to active duty.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the

Disclaimer: The County of Los Angeles is not responsible or in any way liable for any computer hardware or software malfunction which may affect the employment application or the application selection process.

You assume all responsibility and risk for the use of this system and the Internet generally. This system and the information provided on it are provided on an "as is" and "as available" basis without warranties of any kind, either express or implied. No advice or information given by the County of Los Angeles or its respective employees shall modify the foregoing or create any warranty.

The County of Los Angeles expressly disclaims any warranty that the information on this system or on the Internet generally will be uninterrupted or error free or that any information, software or other material accessible from the system is free of viruses or other harmful components. You shall have no recourse against the County of Los Angeles as the system provider for any alleged or actual infringement of any proprietary rights a user may have in anything posted or retrieved on our system.

The County of Los Angeles shall not be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of or in any way connected with the use of this system or with the delay or inability to use it (or any linked sites), or for any information obtained through this system, or otherwise arising out of the use of this system, the Internet generally or on any other basis.

NOTE: Your application is submitted using Secure Encryption to ensure the privacy of all information you transmit over the Internet.

By accepting the Use Disclaimer set forth here, you agree to all of the above terms and further agree to use this Online Job Employment Application System only for the submission of bona fide employment applications to the County of Los Angeles. Any other use of this Online Job Employment Application System, including without limitation any copying, downloading, translation, decompiling, or reverse engineering of the system, data, or related software, shall be a violation of the Use Disclaimer.

Benefit Information: The successful candidate will enroll in a contributory defined benefit pension plan if the candidate is a "new member" of the County's defined benefit plan (LACERA) on or after January 1, 2013 (first employed by the County on or after December 1, 2012) – unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. The Los Angeles County Employees Retirement Association (LACERA) has reciprocal agreements with several public retirement systems in California.

branch of service are required as verification of eligibility for Veterans preference. Applicants must submit the documentation for each open competitive exam to qualify for veteran's credit.

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that all persons hired after November 6, 1986, are required to present original documents to the County, within three (3) business days of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

The California Fair Employment and Housing Act (Part 2.8 commencing with Section 12900 of Division 3 of Title 2 of the Government Code) and the Regulations of the Fair Employment and Housing Commission (California Code of Regulations, Title 2, Division 4, Sections 7285.0 through 8504) prohibits employment discrimination based on race or color; religion; national origin or ancestry, physical disability; mental disability or medical condition; marital status; sex or sexual orientation; age, with respect to persons over the age of 40; and pregnancy, childbirth, or related medical conditions.

Accreditation Information: Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

Test Preparation: Study guides and other test preparation resources may be accessed through the Department of Human Resources website at: <http://dhr.lacounty.info> and clicking on *Job Information Center*, then clicking on *Employment Test Preparation*. You can also access practice tests for the computerized portion of the test by going to the following website: <http://www.shldirect.com/en/practice-tests>. While these practice materials will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability or any other characteristic protected by State or Federal law. All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act. The County will comply with all of its obligations under State and Federal laws regarding the provision of reasonable accommodations to applicants.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://hr.lacounty.gov>

Los Angeles, CA 90010

Position #R2546D
INFORMATION TECHNOLOGY TECHNICAL SUPPORT ANALYST II
DB

INFORMATION TECHNOLOGY TECHNICAL SUPPORT ANALYST II Supplemental Questionnaire

- * 1. The information you provide on this supplemental questionnaire will be evaluated and used to determine your eligibility to participate in the next phase of the examination process. Please be as specific as possible and include all information as requested. Comments such as "see resume or application" will not be considered as a response. Please note that all information is subject to verification at any time in the examination and hiring process. Falsification of any information may result in disqualification or dismissal. **I UNDERSTAND THE ABOVE INFORMATION AND INSTRUCTIONS.**
- Yes No
- * 2. How many years of experience do you have at the level of *Information Technology Technical Support Analyst I*? ***Information Technology Technical Support Analyst I** in the Los Angeles County is defined under close supervision, using established procedures, provides a full range of technical support services in information technology including installation, configuration, testing, troubleshooting and repair of hardware, software, networking and applications in a *Centralized IT organization***. ****Centralized IT organization** is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the Chief Information Technology official (or, at Sheriff Department, the coordinated executive command structure) for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which

the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.)

- 0 - 11 months
- 1 year - less than 2 years
- 2 years - less than 3 years
- 3 years or more

- * 3. How many years of experience do you have in installing, configuring, testing, troubleshooting and repairing client computing devices or software, in a *Centralized Information Technology organization***? ****Centralized IT organization** is defined in the County of Los Angeles as that which is responsible, under the direction or guidance of the Chief Information Technology official (or, at Sheriff Department, the coordinated executive command structure) for the department or major organizational unit, for providing comprehensive IT services including analysis, design, acquisition, and/or development, implementation, maintenance, or support of information systems; and in which the work performed is in direct relationship to the IT requirements and initiatives of the department or major organizational unit.)

- 0 - 11 months
- 1 year - less than 2 years
- 2 years - less than 3 years
- 3 years or more

- * Required Question